Marissa Willow du Bois
Programmer Analyst

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Summary

I am seeking a software development position with a company that will allow me to utilize my current skills while providing the opportunity to expand my abilities and further my career. I am passionate about software development and have been programming both personally and professionally for over sixteen years. During my career, I have worked end-to-end with the software development life cycle from design and implementation to quality assurance and end-user support.

Experience

Programmer Analyst   *2010-Present   Software Planning   Walla Walla, WA*

- Full-stack development for winery management software and other consulting projects using agile methodologies, including: design, development, testing, optimization, debugging, and support. Implement front and back-end solutions using a variety of technologies and platforms.

- Administration and deployment of servers located internally and remotely. Respond to telephone calls and email requests for technical support. Document, track, monitor and resolve bugs with timely resolution. Consult with clients to develop new features or products as needed.

- **Skills Used:** VB/VBA, DAO, MS SQL Server, T-SQL, SSRS, HTML/CSS, XML, SOAP, MS Access, Excel Macros, Report Design/Analysis, Stored Procedures/Views, UI/UX, Database Design/Analysis, System Design, Amazon Marketplace Web Service, Vital/TSYS, PayPros, Card Readers, OPOS, ElasticSearch/Kibana, Web Services, Active Directory, POS Systems, Accounting Systems, WiseScript, System Deployment, User Support

Software Developer Contract   *2010-2011   Walla Walla Foundry   Walla Walla, WA*

- Contracted to develop an internal work order entry and reporting system for artwork installations. Designed and implemented a front-end interface using C# and WinForms. Developed relational database back-end using Microsoft SQL server. Created an integrated reporting and administration solution using Microsoft Access and VBA.

- **Skills Used:** C#, ADO.NET, UI/UX, WinForms, T-SQL, MS SQL Server, MS Access Development, VBA, Database Design/Analysis, Report Design/Analysis

Help Desk / Intranet Admin / Telecom Admin   *2008-2010   SanMar Corporation   Issaquah, WA*

- Deployed and Repaired PCs, Peripherals and Printers. Identified, researched, and resolved technical problems. Responded to telephone and email requests for technical support. Documented, tracked and monitored issues to ensure a timely resolution.

- Developed, maintained and supported tools, scripts andapplications essential to the Help Desk and other departments.

- Administered intranet content management system Typo3. Created and maintained content and tools for the IT department intranet page. Supported departmental administrators who managed intranet content. Helped users resolve issues, created user accounts, set permissions and responded to questions specific to Typo3. Assisted telecom manager with setup, deployment and support for Avaya PBX phone systems, including: analog, digital, software, and IP based phone technologies.

- **Skills Used:** Hardware Support/Repair, OS Installation/Configuration, Networking, Excel Macros, WMI/VBS/Batch Scripting, Typo3, HTML, CSS, Javascript, JQuery, XML, T-SQL, MS Access Development, Avaya PBX, Envision, Goldmine, Active Directory, Telcom

Operations Analyst   *2006-2008*   *SanMar Corporation*   *Issaquah, WA*

- Designed and implemented a call center attendance tracking and analytics system with excel based front-end using VBA and a Microsoft Access back-end. Managed database maintenance, supervisor training. Developed and maintained automated agent reporting system essential for call center statistics.

- Supported supervisors with questions related to call center software and policies. General administrative duties, tracking attendance, updating agent stats, approving time-off requests, filing, and data entry.

- **Skills Used:** VBA, Excel Macros, MS Access Development, UI/UX, Report Design/Analysis, Database Design/Analysis, System Design, VBS/Batch Automation, Avaya, Envision, Telecom Analysis.

Projects

- **Programmer/DBA for Software Planning**   *(2010-Present)*

  - Developed log invoicing system for a timber industry client using ASP.Net, SQL Server, and SSRS. Setup and configuration of SSRS, created SSRS reports, administration of users and security settings.

  - Developed relational database back-end using Microsoft SQL Server for log invoicing system. Created tables, triggers, stored procedures and views.

  - Integrated Amazon Marketplace web service API with VinBalance to programmatically exchange e-commerce data for orders and payments.

  - Integrated PCI compliant credit card processing system using PayPros encrypted credit card merchant services for VinBalance point of sale.

  - Created database auditing and logging tools for VinBalance.

- **Programmer/DBA for Walla Walla Foundry** *(Contract)*   *(2010-2011)*

  - Designed and developed work order entry system front-end using C# and WinForms.

  - Developed relational database back-end using Microsoft SQL Server. Created tables, triggers, stored procedures and views.

  - Implemented integrated reporting and administration application using Microsoft Access and VBA.

- **Programmer/DBA for SanMar**   *(2005-2010)*

  - Created front-end application to track call center attendance and adherence using Access and Excel.

  - Created an Access database and Excel front-end to track help desk equipment and inventory.

  - Created automated reports and scripts to save time and effort for the help desk and call center.

Expertise

Languages: C#, Visual Basic 6.0/.NET, VBA, C, C++, T-SQL, XML
Environments: Visual Studio, Mono Develop, Eclipse, Access, Typo3, SSRS
Libraries: Win32, MFC, .Net (All Versions)
Internet: HTML, CSS, JavaScript/AJAX, PHP
Scripting: WMI, VBS and Batch
Database: Microsoft SQL Server, MySQL
Operating Systems: Windows (All Versions), Linux, OS X
Source Control: GIT, SVN

Education

Bellevue Community College: Continuing Education   *2000-2002*
- Visual Basic 6.0 Development
- C/C++ Development
- Data Structures in C
- Win32 Development with C